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**THE BEST PROCESS FOR INCREASING PARTICIPATION IN  
FOSTER CARE REVIEWS**

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Governor's Office  
Division of Foster Care Review**

Most Excellent!

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**BEST PROCESS TO INCREASE PARTICIPATION  
IN FOSTER CARE REVIEWS**

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## **BEST PROCESS TO INCREASE PARTICIPATION IN FOSTER CARE REVIEWS**

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### **MISSION**

The Division of Foster Care Review provides an external system of accountability and advocacy for children and families involved with the foster care system. The Division utilizes citizen review panels of community volunteers to promote safe, permanent homes for children in foster care in a timely manner and to increase public awareness regarding the impact of child abuse and neglect.

### **WHAT SPECIFIC MANAGEMENT CONCERN DOES THIS PROJECT ADDRESS?**

The Division of Foster Care Review is committed to efforts to improve the delivery of services to foster children and their families in South Carolina. The Division's role in promoting communication and collaboration in the best interest of children make the participation by interested parties crucial to the process. Our mission supports accountability at the community level; therefore, a high participation rate at foster care reviews is essential for obtaining accurate information on which decisions affecting children are based. Strategic goals for the Division of Foster Care Review include support of other child serving agencies to work toward uniform outcome measures, and work to improve the system of care for all children through coordination of services and cooperation of child-serving agencies.

The quality and value of foster care reviews are enhanced by increased participation of interested parties including birth parents, foster parents, Guardians ad Litem, attorneys, treatment providers, foster children and other providers of treatment or placement services for each child in foster care and their parents. Key factors affecting participation rates in foster care reviews, which were chosen for study were: timely advance notice of foster care reviews, whether the Department of Social Services' staff encouraged or discouraged interested parties from attending foster care reviews, and the perceptions of the Review Board held by interested parties.

From January 1, 2000 through December 31, 2000, the SC Foster Care Review Boards conducted 8,091 reviews of the cases involving 4,706 children in public foster care (see Statewide Areas of Concern, Appendix D<sup>1</sup>). Foster care reviews are conducted every six months. During each review, the Boards receive information from interested parties who may attend the reviews and / or send reports. Interested parties who are invited to attend foster care reviews include birth parents, foster parents, Guardians ad Litem, children over age ten years, treatment providers, and others serving the child and family. The foster care and adoption staff of the Department of Social Services are responsible for sending the letters of invitation to notify interested parties of the foster care reviews, and for presenting each child's case for review by the Boards.

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<sup>1</sup> Statewide Areas of Concern, Appendix D

The participants who are invited to attend foster care reviews provide important information used by the Boards to develop recommendations for permanent placement of children. A high level of participation and collaboration of all interested parties involved with a child's placement in foster care contribute to improving permanency planning for children in foster care.

This project was selected to research factors that may influence the rate of participation by interested parties in foster care reviews. The quality and value of foster care reviews are enhanced by increased participation of interested parties; therefore, our goal is to ensure that the best processes are used to obtain optimal participation of the individuals involved with a child's placement in foster care. Key factors examined in terms of participation rates were timely notice of reviews, whether the Department of Social Services staff encouraged or discouraged parties from attending the foster care reviews, and the perceptions of the Review Board held by interested parties. The following sub-problems and hypotheses were selected for attention.

#### SUB-PROBLEMS

#### HYPOTHESIS

- |   |   |
|---|---|
| 1. Method of notifying interested parties of foster care reviews                    | 1. Changes to the current notification process may improve attendance by interested parties       |
| 2. Perception of the value of the Review Board by the Department of Social Services | 2. Interested parties are discouraged from attending reviews by the Department of Social Services |
| 3. Time frames for mailing invitations to interested parties                        | 3. Interested parties are not receiving timely advance invitations to foster care reviews         |

### **III. Data and Data Analysis**

The goal of the project was to examine factors influencing participation by interested parties, determine which factors influence their rate of participation, and propose the best processes to increase participation by interested parties in foster care reviews. The data manager for the Division of Foster Care Review prepared and conducted the 2000 Foster Care Stakeholder Surveys<sup>2</sup>. Responses from Foster Care Stakeholder Surveys<sup>3</sup> were studied regarding the participation of stakeholders in reviews and their perceptions of the foster care review process. A total of 248 interested parties returned their surveys, a 43% response rate.

#### **Foster Care Stakeholder Survey Questions:**

##### **Question I.1: How are most of the interested parties receiving notification?**

The vast majority, 92.7%, of respondents reported that they received notice of foster care reviews by letter.

##### **Question I.2: About how long is it between the time you receive notice of a Review Board meeting and the day of the meeting?**

The majority, 63.7%, responded that they received notice at least three weeks in advance. The parties who did not report receiving three weeks advance notice included 16.5% who reported receiving notice two weeks in advance, 10.5% who reported receiving notice one week in advance, and 3.2% who reported less than one week notice.

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<sup>2</sup> 2000 Foster Care Stakeholder Survey, Appendix B

<sup>3</sup> 2000 Foster Care Stakeholder Survey data, Appendix B

**Question I. 3. About how regularly do you attend Foster Care Review Board meetings in which you are invited, either as a parent, foster parent, Guardian ad Litem or service provider of a child being reviewed?**

Slightly more than half (50.8%) of the respondents reported they always or usually attended reviews. Of those responding, 11.3% reported they rarely attended reviews, and 24.2% reported they never attended reviews.

**Question III. The section contained questions about impressions of the Foster Care Review Board. 1. Do you feel most Review Board members and staff are eager for interested parties to participate in the reviews?**

Of those responding to the question, 71.8% answered that the Review Board members and staff were eager for interested parties to participate in reviews. Around 17% reported they did not know, and 6% did not feel the Board and staff were eager for participation.

**2. Do you believe Review Board members and staff are most likely to assess the value of the information you provide at case reviews as very valuable, valuable, or of limited value?**

The majority of respondents, 45.6%, reported that they believed the information they provided was valuable, followed by 25.4% who reported that the information was very valuable. A limited rating value was reported by 8.5%, and 15.3% responded that they did not know how their information was valued.

We compared data collected from the Foster Care Stakeholder Surveys with statewide administrative data including Areas of Concern and Review Attendance data. We conducted case studies in person and by telephone from several reviews from December 2001 through February 2002 and compared the anecdotal information from case studies with the survey and administrative data.

The Foster Care Review Board Stakeholder Survey contained four questions regarding participation in Foster Care Review Board meetings. The stakeholders responding to the survey rated the overall quality of the foster care review process "A".

#### Quality

##### Average Overall "Grade" as rated by Stakeholders

Responding to Survey	*	A
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##### Average Percentage Stakeholders in Agreement Foster Care Review Board:

Provides Quality Tangible Services	*	88%
Is Empathic	*	79%
Is Reliable	*	77%
Offers Assurance	*	70%
Is Responsive	*	65%
Is Effective in Monitoring DSS	*	60%



## **PARTICIPATION BY INTERESTED PARTIES AT LOCAL REVIEWS**

During the year 2000, 12,009 interested parties attended foster care reviews resulting in 64.6% of foster care reviews with participation by interested parties (2000 Statewide Review Attendance Report, Appendix A.) Guardians *ad Litem* comprised the largest percentage of interested parties in attendance at 2000 reviews, at thirty-two percent (32.8%) of attendees. "Other" interested parties (therapists, treatment and service providers, relatives, etc.) who attended reviews comprised twenty-eight percent (28.1%) of all attendees. Lower rates of participation were found for natural (birth) parents, foster parents, and foster children.

Administrative data was collected regarding compliance with the notification process for interested parties, including notice to all required parties and the timeliness of notice. This data is reported in the 2000 Statewide Areas of Concern (Appendix D) and revealed the following issues regarding the notification process. For 58 reviews, at least one interested party had not been sent an invitation to the review at least three weeks in advance. This was .5 percent of the Areas of Concern for the state. There were 389 reviews for which at least one interested party had not been invited to the review. This was found in 3.7% of the Areas of Concern for the state.

## **DATA ANALYSIS AND RELATED FACTORS**

Administrative data collected from foster care reviews indicated a percentage of violations regarding the notification process to interested parties. The number of interested parties not receiving adequate or any notification of reviews is an obstacle to optimal participation at foster care reviews. The policies of the SC Department of Social Services mandate the agency to conduct diligent searches for absentee parents. If a diligent search has not been conducted, this policy violation is identified as an Area of Concern and counted in the Statewide Areas of Concern. When diligent searches have not been conducted for parents whose locations are unknown, the Department of Social Services is unable to notify those parents of reviews or gain their involvement. In an unknown number of cases, the Department attempts to notify absentee parents by mailing invitations to the last known address, or to the attention of a relative. Anecdotal information through staff observation indicates that some absentee parents received notice and attended their child's review. The failure to conduct a diligent search for absentee parents was found in 78 reviews. Key factors which were examined were timely notice of review dates and times, the Department of Social Services' staff encouragement or discouragement of parties from attending the foster care reviews, and the perceptions of the Review Board held by interested parties. What factor most influenced the participation rate?

### **1. Time Frames and Notification of Interested Parties:**

The administrative data in the Statewide Areas of Concern documented untimely notices or failure to provide notification of 447 reviews in from January 1 through December 31, 2000. Case studies supported the data collected by the Stakeholder Surveys. This supports the importance of timely notification to promote participation at reviews, and the importance of

obtaining current addresses for birth parents,.

2. Method of Notification to Interested Parties of Foster Care Reviews:

The lack of notice or timely advance notice provided by the Department of Social Services to interested parties were variables which affected participation rates as reported in administrative data based on the Areas of Concern identified regarding these issues. One case study interview with a birth parent revealed that they had not received three weeks notice, as the parent had moved without notice. This may be a special cause factor; however, the difficulty of maintaining contact with birth parents is a long-standing issue, as some parents have unstable living conditions and are chronically transient. The difficulty of keeping track of birth parents may contribute to their lower percentage of participation.

3. Perception of the Review Board / Encouraged or Discouraged from Participation:

The interested parties responding to the Stakeholder surveys reported high satisfaction rates with the Foster Care Review Board roles. Eighty-eight percent (88%) of stakeholders rated the Review Boards as providing quality tangible services, and seventy-nine percent (79%) rated the Review Boards as empathetic. Sixty percent (60%) of stakeholders reported that they believed that the Foster Care Review Boards were effective in monitoring the Department of Social Services. Negative perceptions and discouragement from attending were not indicated as trends affecting participation. Did the Review Board help address important questions and issues for the child? There was some variation reported in perceptions of the Review Board in both the stakeholder surveys and in the sample interviews. More information regarding perception of the Boards is needed to assess this factor's impact on participation by interested parties.

## **RECOMMENDATIONS:**

1. Continuation of the Foster Care Stakeholder Surveys is recommended to get information to target issues and barriers that delay the permanent placement of children.
2. Administrative oversight to assess participation rates using the fundamentals of Fourth Generation Management processes of "Plan – Do – Check – Act" are suggested. This approach emphasizes gathering information regarding stakeholder needs, tracking data (issues affecting participation), and identifying improvement opportunities. Isolating "special causes" to assess how those issues affected review participation, and developing strategies to resolve barriers to participation will require more information.
3. Coordination between the Review Board Coordinators and their DSS liaisons for scheduling and planning Review Board meetings is recommended. The Division of Foster Care Review could develop a self-assessment tool to ensure that timely advance notices of reviews are provided to the Department of Social Services meetings six to eight weeks in advance of review board meetings. A random sample of the Department of Social Services liaisons regarding the timeliness of scheduling of review board meetings by the Division of Foster Care Review could be used for internal quality assurance. This time frame allows for scheduling of final agendas, and mailing invitations to interested parties three weeks in advance. These two processes, scheduling reviews and notification of interested parties, must be timely to ensure the best participation.
4. A process for the Division of Foster Care Review to conduct random sample surveys is recommended to obtain information from interested parties and the Department of Social Services regarding their perceptions and issues affecting participation in foster care reviews. Surveys provide a mechanism for interested parties to report on issues

affecting attendance at foster care reviews, including the timeliness of notification and whether the Department of Social Services encouraged their involvement. The surveys would provide an evaluation of the foster care review process and identify issues that may benefit from process improvements such as the scheduling of reviews and the notification process. A random sample of interested parties could be conducted through use of postcards. The Review Board could provide postcard surveys to the Department of Social Services to include with the invitations to interested parties.

#### 5. Focus Groups with Key Customers

To augment data from Stakeholder Surveys and random sample surveys, focus groups of key customers (DSS foster care supervisors and caseworkers, birth parents, foster parents, Guardians ad Litem, treatment providers and children over age ten) could be used to clarify trends identified through data collection. These groups would allow information to be collected, in addition to the Stakeholder Surveys, regarding perceptions and other subjective factors that impact participation by interested parties at reviews.

02/25/2002 STATE OF SOUTH CAROLINA  
09:56:53 GOVERNOR'S OFFICE - DIVISION OF FOSTER CARE REVIEW

## STATEWIDE REVIEW ATTENDANCE REPORT

TIME PERIOD: 01/01/2000 TO 12/31/2000  
NUMBER OF REVIEWS: 8091  
NUMBER OF REVIEWS WITH ATTENDANCE: 5,228  
PERCENTAGE OF REVIEWS WITH ATTENDANCE: 64.6

ATTENDEE TYPE	NUMBER OF ATTENDEES	PERCENTAGE OF TOTAL ATTENDANCE
NATURAL PARENT(S)	1965	16.4
FOSTER PARENT(S)	2150	17.9
FOSTER CHILD	584	4.9
GUARDIAN AD LITEM	3937	32.8
OTHER	3373	28.1
TOTALS:	12009	100.0

\* NOTE: ALL PERCENTAGES ARE ROUNDED TO THE NEAREST TENTH OF ONE PER CENT

## FOSTER CARE REVIEW BOARD EVALUATION SURVEY

- I. This section contains questions about your participation in Foster Care Review Board meetings. **For each question, please place an "X" in the box next to the ONE choice that best describes your answer.**

1. How do you typically receive notice of a Review Board meeting?  
☐ Letter      ☐ Phone      ☐ Fax      ☐ Never receive notification
2. About how long is it between the time you receive notice of a Review Board meeting and the day of the meeting?  
☐ 1 month      ☐ 3 weeks      ☐ 2 weeks      ☐ 1 week      ☐ Less than 1 week
3. About how regularly do you attend Foster Care Review Board meetings in which you are invited, either as a parent, foster parent, Guardian *ad litem*, or service provider of a child being reviewed?  
☐ Always (skip to 4)      ☐ Usually (skip to 4)      ☐ Occasionally (skip to 4)      ☐ Rarely      ☐ Never
- 3a. Why do you rarely or never attend Review Board meetings? (Please be specific. More space on back page.)  
 \_\_\_\_\_  
 \_\_\_\_\_

**If you are a parent, please skip to Section II. Otherwise, continue.**

4. If you are unable to attend a review meeting, about how often do you forward a report to the Review Board?  
☐ Always      ☐ Usually      ☐ Occasionally      ☐ Rarely      ☐ Never      ☐ Not Required

- II. This section contains general questions about the overall service provided by Foster Care Review Board members and staff during reviews. **Please indicate by marking an "X" in the box in the appropriate column whether you agree or disagree with each of the following statements.** If you HAVE NEVER ATTENDED a Foster Care Review Board meeting, please mark the box below and skip to Section III.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
<input type="checkbox"/> Never attended a review meeting (skip to Section III)					
1. Meeting rooms are always clean and neat.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Meeting rooms are located in a convenient place.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Meeting rooms are large enough to fit everyone in at a review.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Review Board members and staff conduct themselves in a professional manner at reviews.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Review Board members and staff always dress professionally.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Most Review Board members and staff are always prepared for their reviews.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Review Board members and staff usually begin reviews on time.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Most Review Board members and staff are knowledgeable about issues facing children in foster care in South Carolina.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Review Board members and staff are patient and understanding at reviews.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- III. The section contains questions about impressions you may have of the Foster Care Review Board. **For each question, please place an "X" in the box next to the ONE choice that best describes your answer.**

1. Do you feel most Review Board members and staff are eager for interested parties to participate in the reviews?  
☐ Yes (skip to 2)      ☐ No (continue to 1a)      ☐ Don't know (skip to 2)
- 1a. If no, why not? (Please write your answer below. Additional space on back page.)  
 \_\_\_\_\_  
 \_\_\_\_\_

2. Do you believe Review Board members and staff are most likely to assess the value of the information you provide at **CASE REVIEWS** as very valuable, valuable or of limited value?
- ☐ Very valuable      ☐ Valuable      ☐ Limited value      ☐ Don't know

If you are a service provider, please continue. Otherwise, skip to Section IV.

3. Do you believe Review Board members and staff are most likely to assess the value of the information you provide in **PROGRESS REPORTS** as very valuable, valuable or of limited value?
- ☐ Very valuable      ☐ Valuable      ☐ Limited value      ☐ Don't know

IV. This section contains questions about your experiences with case reviews. **For each question please place an "X" in the box next to the ONE choice that best describes your answer.** If you HAVE NEVER ATTENDED a Foster Care Review Board meeting, please mark an "X" in the box below and skip to Section V.

☐ Never attended a review meeting (skip to Section V)

1. About how often have Review Board members and/or staff ever offered suggestions that helped you figure out how to deal with some of the feelings the child or children in your custody or care were expressing or with some of the problems they were having?

☐ Fairly often      ☐ Sometimes      ☐ Rarely      ☐ Never      ☐ Don't know

2. About how often have Review Board members or staff ever identified one or more additional services the child being reviewed should have been receiving, sources of support you were not aware of, or services you had overlooked?

☐ Fairly often      ☐ Sometimes      ☐ Rarely      ☐ Never      ☐ Don't know

3. How often have you asked for help from a Review Board member or staff outside a review?

☐ Once      ☐ Twice      ☐ More than twice      ☐ Never (skip to 4)      ☐ Don't know

- 3a. Was the Review Board member or staff able to help you or answer your questions?

☐ Yes      ☐ No      ☐ Don't know

4. If you were asked to grade the performance of your Review Board members and staff on a traditional grading scale – A, B, C, D, or F, what grade would you give your board?

☐ A      ☐ B      ☐ C      ☐ D      ☐ F      ☐ Don't know

- 4a. Why did you give the board that grade? (Please write your answer below. Additional space on last page)

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- V. This section contains questions about citizen review in general. **Please indicate by marking an "X" in the appropriate column whether you agree or disagree with each of the following statements.**

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1. Review Boards are the place within the child welfare system where the important questions and issues get addressed and the best solutions are proposed for each child.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Review Boards provide the checks and balances in South Carolina's child welfare system.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Review Board members and staff are dedicated, caring people who truly look out for the children's best interests.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Review Board members and staff are an important part of South Carolina's child welfare system.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. The use of volunteer citizens to review the cases of children in foster care is a valuable process.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



VI. This section contains questions about the impact of the Foster Care Review Board on the welfare of children in South Carolina. **Please indicate by marking an "X" in the box in the appropriate column whether you agree or disagree with each of the following statements.**

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1. The Review Board is a factor in reducing the length of time children are in out-of-home care.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. The Review Board is a factor in reducing the number of placements experienced by children in foster care.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. The Review Board has been effective in informing parents and others of their rights and responsibilities with regard to children in foster care.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. The Review Board is effective in monitoring child welfare agencies' efforts towards permanency planning.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. The Review Board is effective in monitoring child welfare agencies' efforts to reunite families.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. The Review Board is a factor in monitoring child welfare agencies' efforts to recruit and identify parents willing to adopt children who need homes.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

VII. This section contains questions about the overall service YOU have received from Foster Care Review Board Members and Staff at reviews. **Please indicate by marking an "X" in the box in the appropriate column whether you agree or disagree with each of the following statements.** If you HAVE NEVER ATTENDED a Foster Care Review Board meeting, please mark an "X" in the box below and skip to Section VIII on the next page.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
<input type="checkbox"/> Never attended a review meeting (skip to Section VIII)					
1. I always feel welcome when I attend a Review Board meeting.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Review Board members and staff treat me with courtesy and respect.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Review Board members and staff care about me and my responsibilities in caring for, representing, or treating a child in foster care.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Review Board members and staff listen to what I have to say at reviews.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Most Review Board members and staff understand the role I play within the South Carolina Foster Care system.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Review Board members and staff are sensitive to the challenges of my role as a parent, foster parent, guardian <i>ad litem</i> or service provider.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. I can count on Review Board members and staff to be objective while deliberating their recommendations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. I can trust Review Board members and staff to consider all facts of the case before making their recommendations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. At the end of a review I almost always understand the Review Board's recommendation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. I almost always agree with the Review Board's recommendation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Most reviews promote an open sharing of information among Review Board members and staff and interested parties.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Some reviews might best be described as argumentative and/or antagonistic.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Please continue to the back.**

VIII. This last section contains questions that researchers will use to categorize your responses. Your answers will be kept strictly confidential. **For each of the following questions, please place an "X" in the box next to the ONE choice that best describes your answer.**

1. What is your role in the South Carolina Foster Care System . . . a parent, a foster parent, Guardian *ad litem* or service provider?

☐ Parent (skip to 3)    ☐ Foster Parent    ☐ Guardian *ad litem*    ☐ Service Provider    ☐ None of these

1a. How long have you been a foster parent, Guardian *ad litem* or Service Provider for the South Carolina child welfare system?    \_\_\_\_\_ years    \_\_\_\_\_ months

2a. If you are a parent or foster parent, in what county do you reside? \_\_\_\_\_

2b. If you are a Guardian *ad Litem* or service provider, in what county do you work? \_\_\_\_\_

3. What is your gender?    ☐ Female    ☐ Male

4. Which of the following categories would you say best describes your ethnic origin?

☐ African-American    ☐ Asian    ☐ Caucasian    ☐ Hispanic

☐ Mixed or Bi-Racial    ☐ Native-American    ☐ Other

5. What is the highest level of education you have received?

☐ Some High School    ☐ High School Graduate    ☐ Some College    ☐ College Graduate

☐ Post-Graduate work    ☐ Post-Graduate Degree

6. In what month and year were you born?    \_\_\_\_\_    \_\_\_\_\_  
Month    Year

**Thank you very much for completing our survey.  
Please return the completed survey in the envelope provided.**

**Additional comments:**

**If you have any questions, please contact us at 803-734-0480 or write us at:**

**Office of Foster Care Review  
1205 Pendleton St., Room 436  
Columbia, SC 29201**

# 2000 Foster Care Review Board Stakeholder Survey

Appendix B

## Manner in which Receive Notice

	Frequency	Percent
Valid Letter	230	92.7
Phone	4	1.6
Fax	3	1.2
Never receive notice	6	2.4
Letter and Phone	5	2.0
Total	248	100.0

## Time to Receive Notice

	Frequency	Percent
Valid 1 month or more	86	36.9
3 weeks	72	30.9
2 weeks	41	17.6
1 week	26	11.2
Less than 1 week	8	3.4
Total	233	100.0
Missing 0	15	
Total	248	

## How Often Attend Reviews

	Frequency	Percent
Valid Always	66	26.7
Usually	60	24.3
Occasionally	33	13.4
Rarely	28	11.3
Never	60	24.3
Total	247	100.0
Missing 0	1	
Total	248	

## FCRB Eager for IP to Participate

	Frequency	Percent
Valid Yes	178	75.1
No	15	6.3
Don't know	44	18.6
Total	237	100.0
Missing 0	11	
Total	248	

### Value Case Reviews

		Frequency	Percent
Valid	Very valuable	63	26.7
	Valuable	113	47.9
	Limited value	21	8.9
	Don't know	38	16.1
	No value at all	1	.4
	Total	236	100.0
Missing	0	12	
Total		248	

### Letter Grade

		Frequency	Percent
Valid	A	67	38.1
	B	66	37.5
	C	23	13.1
	D	7	4.0
	F	5	2.8
	Don't know	8	4.5
	Total	176	100.0
Missing	0	72	
Total		248	

## APPENDIX C

### INDIVIDUAL CASE STUDY QUESTIONS FOR COMPARISON

The following sample interviews were conducted with participants attending foster care reviews:

1. DO YOU USUALLY RECEIVE YOUR LETTER OF INVITATION TO THE REVIEW FOR FOSTER CHILDREN IN YOUR HOME?

2. DO YOU USUALLY RECEIVE THE LETTER OF INVITATION AROUND 3 WEEKS IN ADVANCE?

Yes

No If no, when?

2 WEEKS?

1 WEEK?

LESS THAN 1 WEEK?

3. DID THE LOCATION OF THE REVIEW AFFECT YOUR ABILITY TO ATTEND?

YES

SOMEWHAT

NO

4. WERE YOU ENCOURAGED TO ATTEND BY YOUR DSS CASEWORKER?

YES

SOMEWHAT

NO

5. WAS THE REVIEW HELD CLOSE TO THE SCHEDULED TIME?

YES

SOMEWHAT

NO

5. DID THE FOSTER CARE REVIEW BOARD HELP ADDRESS IMPORTANT QUESTIONS AND ISSUES FOR THE CHILD?

YES

SOMEWHAT

NO

02/25/2002                      STATE OF SOUTH CAROLINA  
10:43:48      GOVERNOR'S OFFICE - DIVISION OF FOSTER CARE REVIEW

## STATEWIDE AREAS OF CONCERN

TIME PERIOD:                      01/01/2000 TO 12/31/2000  
NUMBER OF MEETINGS:              417  
NUMBER OF REVIEWS:               8091  
NUMBER OF REVIEWS WITH AREAS OF CONCERN: 5356  
PERCENTAGE OF REVIEWS WITH AREAS OF CONCERN: 66.2  
NUMBER OF CHILDREN

TOTAL REVIEWED:                  4706  
WITH AREAS OF CONCERN: 3662

AREA OF CONCERN	NUMBER OF AREAS OF CONCERN	PERCENTAGE OF STATE AREAS OF CONCERN*
<u>LEGAL</u>		
NO TIMELY PROB HEARING	82	0.8
NO TIMELY MERIT HEARING	864	8.2
NO TIMELY PERM PLAN HRNG	1383	13.1
NON-COMP WITH COURT ORDER	213	2.0
NO COURT ORDER AT REVIEW	549	5.2
ADPT COMP NOT FILE TIMELY	51	0.5
ADOPT NOT CONS. TIMELY	8	0.1
OTHER STATUTORY VIOLATION	265	2.5
NO TIMELY FCRB	201	1.9
NO FACE TO FACE CONTACT	926	8.7
NO THOROUGH ADOPT ASSESS	257	2.4
NO CHILD SPECIFIC RECRUIT	64	0.6
<u>PROGRAM</u>		
NO CURRENT CASE PLAN	174	1.6
INCOMP/INAPT CASE PLAN	749	7.1
NO CASE PLAN WITHIN 60	94	0.9
LACK OF PROGRSS PERM PLAN	1324	12.5
P:CASE PLAN EXPIRED	28	0.3
P:LAPSE IN CASE PLANNING	44	0.4

P: AGENCY POLICY/PROCEDURE VIOLATION

\* NOTE: ALL PERCENTAGES ARE ROUNDED TO THE NEAREST TENTH OF ONE PER CENT

02/25/2002 STATE OF SOUTH CAROLINA  
 10:43:57 GOVERNOR'S OFFICE - DIVISION OF FOSTER CARE REVIEW

# STATEWIDE AREAS OF CONCERN

TIME PERIOD: 01/01/2000 TO 12/31/2000  
 NUMBER OF MEETINGS: 417  
 NUMBER OF REVIEWS: 8091  
 NUMBER OF REVIEWS WITH AREAS OF CONCERN: 5356  
 PERCENTAGE OF REVIEWS WITH AREAS OF CONCERN: 66.2  
 NUMBER OF CHILDREN

TOTAL REVIEWED: 4706  
 WITH AREAS OF CONCERN: 3662

AREA OF CONCERN	NUMBER OF AREAS OF CONCERN	PERCENTAGE OF STATE AREAS OF CONCERN*
P:NO PSYCHS AT REVIEW	46	0.4
P:CONFLICT PERMANENT PLAN	179	1.7
P:NO ADVANCE PACKETS	548	5.2
P:NO CPY OF PLEADINGS	91	0.9
P:NO DILIGENT SEARCH	78	0.7
P:NO PROGRESS REPORTS	1390	13.1
P:NO TIMELY REF TO ADOPT	90	0.8
P:OTHER POLICY/PROCEDURE	151	1.4
P:TPR SUMM NOT SUB TIMELY	252	2.4
INT PARTIES NOT INVITED	389	3.7
NO 3 WK NOTICE TO PARTIES	58	0.5
OTHER	44	0.4
SUBTOTAL (LEGAL)	4863	46.0
SUBTOTAL (PROGRAM)	5729	54.0
TOTALS:		100.0

P: AGENCY POLICY/PROCEDURE VIOLATION: 2897

\* NOTE: ALL PERCENTAGES ARE ROUNDED TO THE NEAREST TENTH OF ONE PER CENT